



SUD Electronic Information System

Patient Access System and API FAQs

QUESTIONS		ANSWERS
General Questions		
1.	What browser should be used with the Patient Access System?	We recommend using Google Chrome or Microsoft Edge.
2.	Can I view the Patient Access System on my smartphone?	While the Patient Access System can be viewed on the browser of your smartphone, it is optimized for computer access.
3.	Is there an app I can download for the Patient Access System?	No, currently the Patient Access System is only available through a web browser.
4.	What information is required to create an account?	You will be required to provide your personal information: first name, last name, social security number, and date of birth as entered in the Sage EHR system. You will also be required to create a username and password. An email address is also required and must exist in the Sage EHR system for you to successfully create an account and receive your log-in information.
5.	I don't have a social security number. How can I create an account?	Contact your current or last SUD Treatment Provider Agency to confirm the information they have for you in the Sage EHR system. Go to SUDHelpLA.org for a list of providers and their contact information to find your treatment provider's contact information if you don't currently have it
6.	Why didn't I get an email after I created my account?	Contact your last treating Provider Agency to verify your information in Sage. If any of the required fields are incorrect or blank, the provider will have to edit your profile in the Sage EHR system. You will also be required to give the Provider Agency an email address for the Patient Access System to send you an email.

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7.	I don't have email; can the verification link be sent to a phone number?	No, currently we only support email for system verification.
8.	How do I share my SUD information from the Patient Access System with my care team?	When logged into the Patient Access System you can print or save a PDF of the information found in the system. See the Patient Access System Patient Guide for instructions on printing and saving a PDF. This functionality will allow you to provide a printed or PDF version of your available SUD records to your other treatment providers.
Third Party App/API		
9.	Can I access my health information via a 3 rd party application?	SAPC does not currently support 3 rd party health apps. However, this is future functionality that SAPC will release when available.
Username and Password		
10.	How do I reset my username?	Click "Forgot Username?" on the log on page. Complete the required information on the Recover Username page. After clicking "Recover username" you will receive an email with your username information.
11.	How do I reset my password?	Click "Forgot Password?" on the log on page. Complete the mandatory fields on the Change Password page. After completing the required fields and click "Change password" you will receive an email to validate your account. Click the link in the email to update your password.
12.	Can I reuse past passwords?	No, previously used passwords cannot be reused.
13.	I lost access to the email used for the Patient Access System. What should I do?	Contact your last treating Provider Agency for them to change your email address in Sage. Once your email is updated, use the "Reset Username/Password" process to set your password.
14.	My information is incomplete or inaccurate in the Patient Access System, how do I get that fixed?	Contact your treatment Provider Agency so your electronic health record may be updated with the correct information. If this does not resolve the issue, contact the

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		SAPC Health Information Management team at SAPC-HIM@ph.lacounty.gov
15.	Does the Patient Access System time out?	Yes, you will be automatically logged out of the Patient Access System if you are inactive for 15 minutes.